

PATIENT PARTICIPATION GROUP

MAY LANE SURGERY

Minutes of a Meeting held on the 15th January 2015 at 11.am

1. Members Present: Chris Osgood – Secretary, Ron Manuel, Lesley Cross, Harry Atkinson, Helen Boxall, John Hobson (Vice- Chmn), Marcia Heaven

2. In Attendance Jerry Steeden (Surgery Manager), Dr Jane Milson

3. Apologies Joan Gummer Mike Baker, Sally Hayward, Dr Tom Yerburch, Dr Simon Opher.

4. Minutes of the Last Meeting

a) LC asked correction to include new URL of the website suggested by Dr Opher as being more useful for possible self-diagnosis. JS to ask SO for the URL. **ACTION JS,SO.**

5. Matters Arising

a) Carers Information Pack

JS stated that the implementation of the carers pack would require staff training, but since the surgery was only closed three or four days a year training would not be instant. RM had suggested that the Carers Gloucestershire Pack was rather better and fuller than the local product. It was agreed that the website address for Carers Gloucestershire would be highlighted in a locally produced pack RM pointed out that the Carers Gloucestershire site also provides information on various grants and benefits available to carers and then went on to demonstrate the confusion that abounds in this area.. JS will ask SO for any information he has concerning grants and benefits. **ACTION JS**

b) Cluster Group Meeting

The minutes of the cluster group meeting had been circulated prior to this meeting and so CO reported on three items directly relevant to our local discussions. The first concerned new benefit for carers of the Carers Support on Prescription. This is a grant of £500 intended to make carers' lives easier perhaps by paying a gardener or by buying the new washing machine. It is administered by Carers Gloucestershire. This second is relevant to our attempts to get our message to the younger audience. Shirley Hill, who sits as a member of several health service, committees, is also mentor at Rednock school and has agreed to spread the word about our website. The third is the Glossary, produced by Hannah Gorf which will aid us all in our understanding of the NHS. Note that the date of the next Cluster Group meeting is 5th February at May Lane at 18:30 hours.

c) Flyer and letter to Simon Helme

Taking account of the efforts by Shirley Hill to get the knowledge of our website to the students and Rednock School, and the efforts of local May Lane Nurses to form a relationship with the students the letter to Simon Helme becomes irrelevant. The “Kitchener” style image, used in the flyer, caused some worry as to its suitability use. Consequently CO will remove the image and JS will reproduce sufficient for the nurses to hand out. ACTION CO, JS

d) Oncology at the Vale

JS reported that SO had said that the oncology unit would be coming to the Vale. However staff training would take about a year! In addition, consideration is also being given the provision of a mobile radiotherapy unit. This year too, a new mobile retinopathy unit is coming to the Vale so we can see steady progress towards bringing services to the local area.

e) Friends and Family Test Q2

The compulsory Q1 is “Would you recommend this practice your friends and family”. JS reported that the practices have decided that Q2 should be “Why did you give that answer to Q1?”. He also reported that having started the Friends and Family Test in December, and supplying both electronic and manual input methods, as yet, no one had chosen to take the survey! On a quiet day he had given the receptionists cards to hand out for the manual system with much better results.

6 Chiropody and Unsafe Hospital Discharge

CO said that he had put these items on the agenda because HealthWatch Gloucestershire was currently investigating the accessibility of Chiropody services and were also looking at Unsafe Hospital Discharges. He had remembered that someone on the committee had direct personal experience which might have been useful for HealthWatch but could not remember who it was.

JS said that there was a system called DATEX designed to allow GPs to report unsafe discharges or even normal discharges where information about the patient is inadequate or inaccurate. JM highlighted the need for good information, pointing out that many people admitted to hospital are elderly and confused and can't be relied upon to correct any inaccuracies. Instances of poor quality information were regrettably by no means uncommon.

On the topic of chiropody JM stated that patients complained about the quality of the service. HB confirmed this from her own experience and it appears that there is no simple cutting service available as part of the NHS.

7. NAPP Items

a) Care Quality Commission

LC noted that the Care Quality Commission were currently working in Gloucestershire and wanted to know when they would come to May Lane. JS replied that the practice gets two weeks notice of a visit and had not yet had such notification. LC asked about newspaper reports of practices which had failed an initial investigation. JS replied that the initial survey was being done on data taken from the various clinical systems and it was thought that the particularly bad results were probably related to some misinterpretations.

b) Antibiotic Guardians

JS agreed that antibiotics are being far too heavily used, often because patients are very insistent. The GPs have received training and now have some excellent information sheets for patients showing why they are not being given antibiotics. JM pointed out that to give antibiotics or not is a judgement call and sometimes after refusing antibiotics, 2 or 3 days later, it becomes clear that they are needed. She also said that it can be useful to give the patient a prescription on the understanding that it should only be used if, after a few days, certain symptoms develop.

8. A. O. B.

a) RM raised the problem of his wife's DNR card (do not resuscitate) on a recent visit to the Bristol Heart Hospital for a pre-op assessment. On showing card to the doctor he was amazed to be met with the response "this card was issued in Gloucestershire I'm not sure if it's valid here!" Several other doctors were consulted before it was accepted!

b) LC had read David Drew's election literature and in particular a point concerning privatisation in the NHS. She was worried about diagnostics being outsourced and, in particular, who would be checking the qualifications of those carrying out the privatised diagnostics? JM said that every company offering privatised services had to obtain a licence before they were able to bid. Typically staff qualifications would be specified as part of the licensing process.

9. **Date of Next Meeting:** 26th March 2015 at 14.00 hrs

There being no other business the meeting closed at 11.45am